



STOCKS – SERVICE

Our contractual obligation Majo – Festool from 2004 was:

Summary of content

Contractual partner commits to hold on their own costs always sufficient stock of contractual articles (stock for minimally two and a half months) for fast deliveries to the customers.

Contractual partner guarantees a sufficient stock of spare parts for the contractual area and offers a fast delivery and stock of spare parts for 48-hour service.

Contractual partner offers a qualified service and cares that time for the repairs does not exceed the allowed period. The allowed period for repairs is maximally 48 hours.

- **Spare parts and servicing:** Immediately after we made final arrangements with Festo regarding representation we also made final agreement with technician for servicing the tools. **Majo had a stock of over 2000 different Festool products** – reason being. We wanted to offer our customers best possible supply and stockpile. We are after all talking about craftsmen and manufacturing is disrupted because of that.

Our comprehensive offering – tool demonstration, sales, large stock, aftersales activities; our Majo saying was: **Great customer care, satisfied customer.**

What Festool did in May of 2018 regarding service described below....

Why the treats not to take back the stocks?



In our communication with Festool (even in official letters from Festool management) saying: “we are all in the same boat” was mentioned a lot. In this context, it would be nice to get Festool’s assessment of our past and look into our future business cooperation.

If could you please forward this letter also to your boss and to Mrs. B

Today I have a meeting connected to this topic so that would be all from my side for now.

Best regards to all at Festool.


Kind regards,

Jože Marn
MAJO d.o.o.

@festool.com

Wed, 30 May 2018 5:30:18 PM +0200

To "Marn, Joze" <joze@majo.si>

Tags 

Hallo and good evening,

Thanks for your E-Mail

You are right and I apologize for the non-information

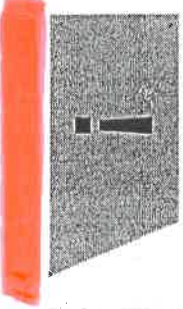
Termination of Import Partner contract

@festool.com

Mon, 18 Jun 2018 08:46:08 +0200

To "Marn, Joze" <joze@majo.si>

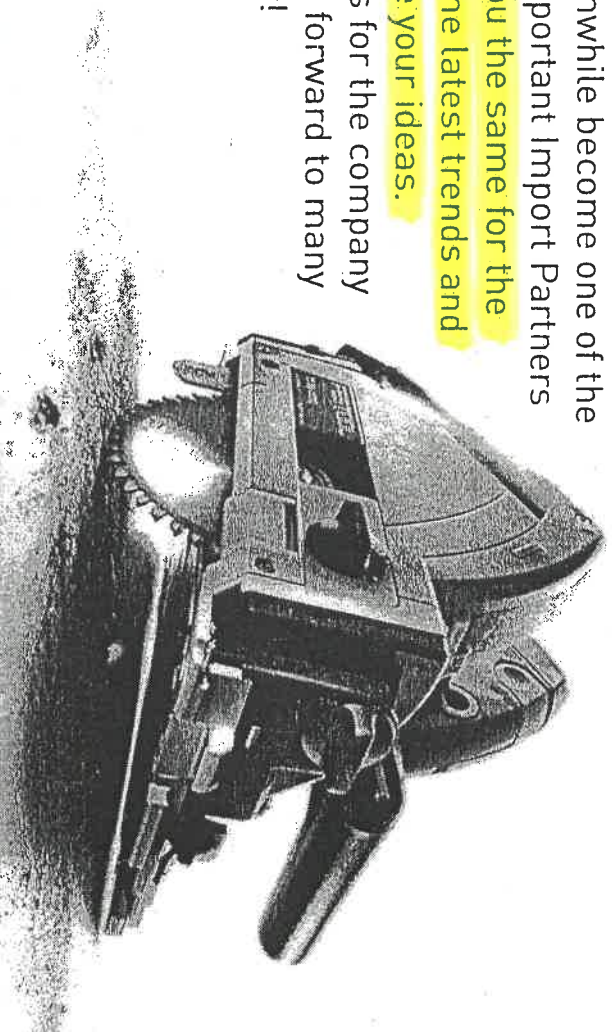
As already mentioned during my visit 06.06. we have to terminate the current contract due to the cooperation with and legal aspects.



In 2018, Majo d.o.o. celebrates the 25th anniversary of the company!

For me, it is impressive to see how much drive and innovative spirit have made your company a guarantor of quality and reliability since 1993. Majo d.o.o. has meanwhile become one of the biggest and most important Import Partners for Festool. I wish you the same for the future, the flair for the latest trends and the power to enforce your ideas.

With our best wishes for the company anniversary, we look forward to many more years together!



FESTOOL

DUTCH BUYER – BAN ON SALES

WHAT HAVE THEY SENT ME?

WHAT KIND OF CONTRACT?

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